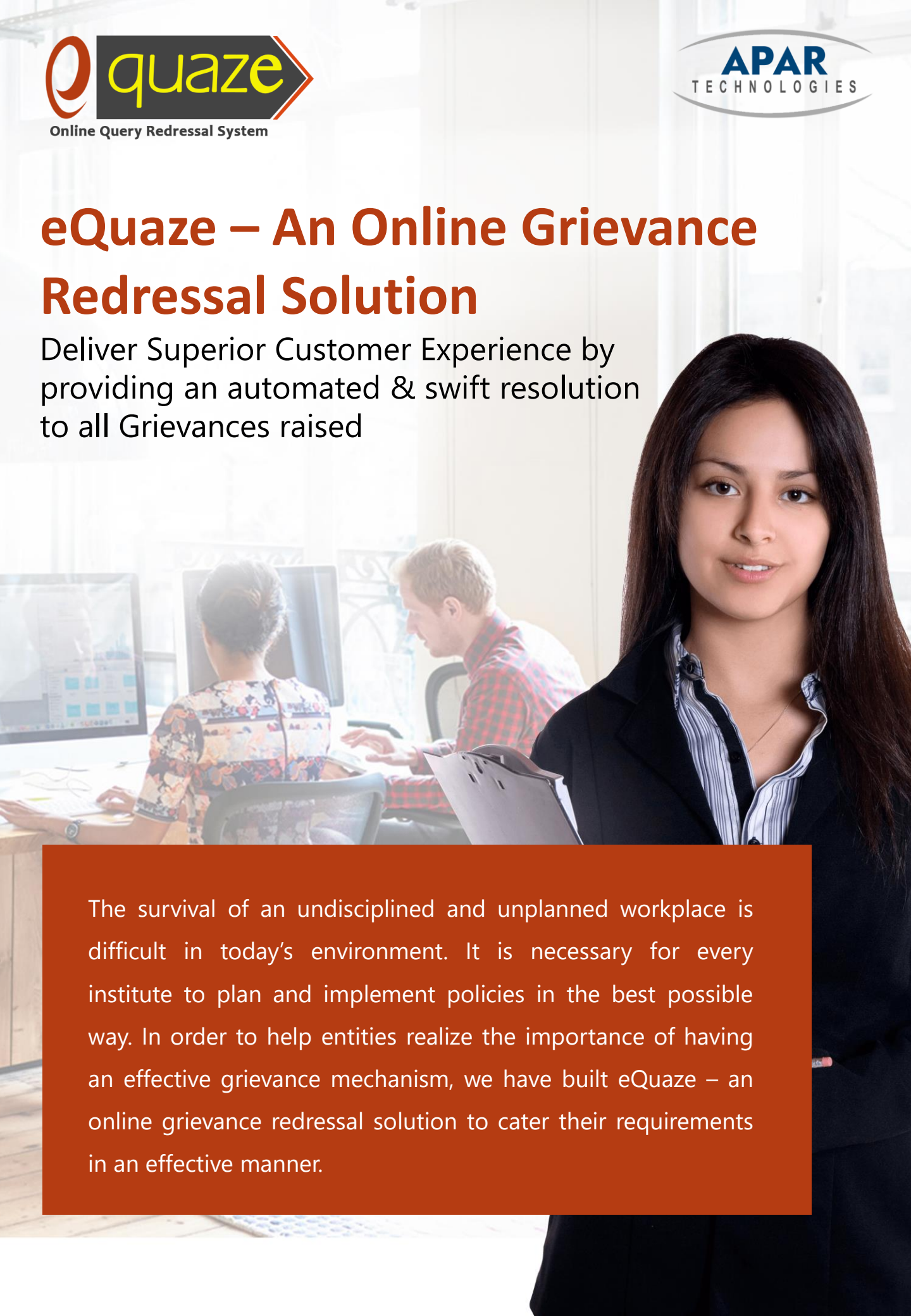


eQuaze – An Online Grievance Redressal Solution

Deliver Superior Customer Experience by providing an automated & swift resolution to all Grievances raised



The survival of an undisciplined and unplanned workplace is difficult in today's environment. It is necessary for every institute to plan and implement policies in the best possible way. In order to help entities realize the importance of having an effective grievance mechanism, we have built eQuaze – an online grievance redressal solution to cater their requirements in an effective manner.

A platform to Investigate Grievances and Ensure Speedy Resolution

Get Access to everything you need to Register your Grievance

eQuaze is an online query redressal solution that allows Schools, Colleges Universities to automate entire compliant management process and enhance stakeholders' satisfaction by providing prompt access and efficient redressal of grievances



Quick Grievance

Stakeholders can register their grievance without logging-in to the portal and fill out basic details like description, category, query against and attachment of supporting documents



Grievance Assignment

First point of Contact for the Grievance will be the Administrator. According to the assignment matrix set, Grievance will be routed to concerned person for resolution



Grievance Resolution

Stakeholder will be able to check his status on eQuaze portal using the particulars of the Grievance and will be notified through Email and SMS

Enabling Robotic Process

Automation to automate and standardize repeatable business processes

Built-In Components of eQuaze



Knowledge Base Articles

The system includes repository of frequently asked Questions & Answers which will assist the department and management to easily resolve cases in a timely manner

Queue Routing

This is a workflow automation which allows the grievance representatives to prioritize Grievances based on certain parameters and respond accordingly



CTI/IVR Integration

We offer seamless integration between the CTI/IVR systems and eQuaze to automate the process starting from Calling of the Customer to registration of the Grievance

Social Media Analytics

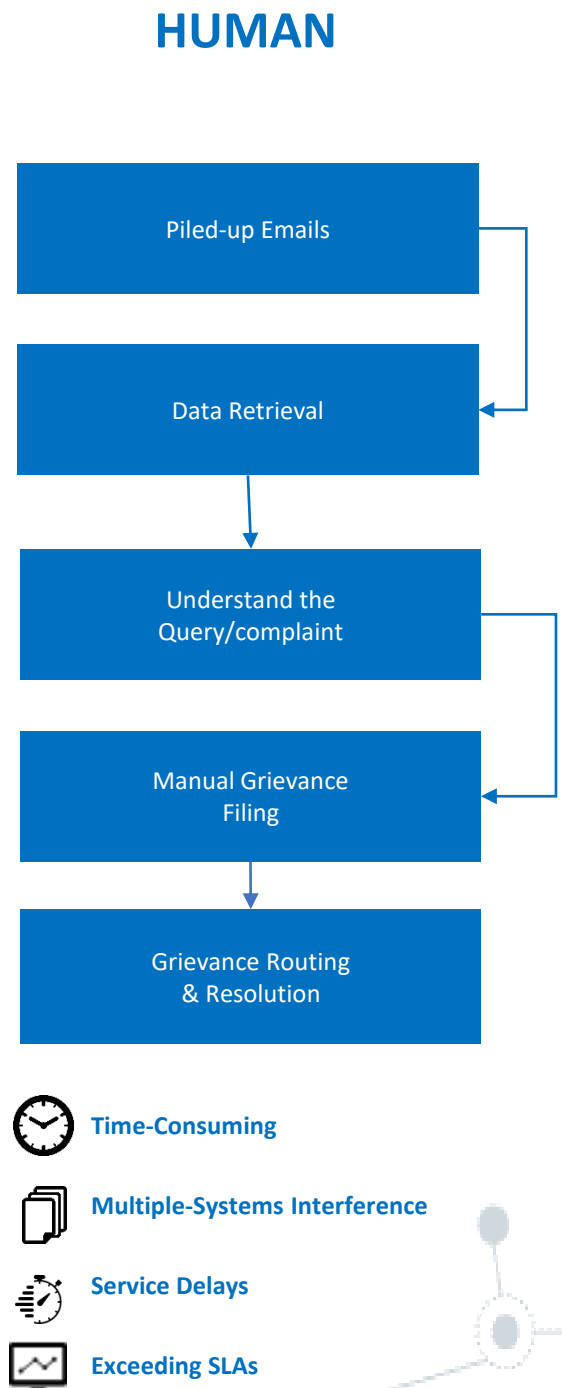
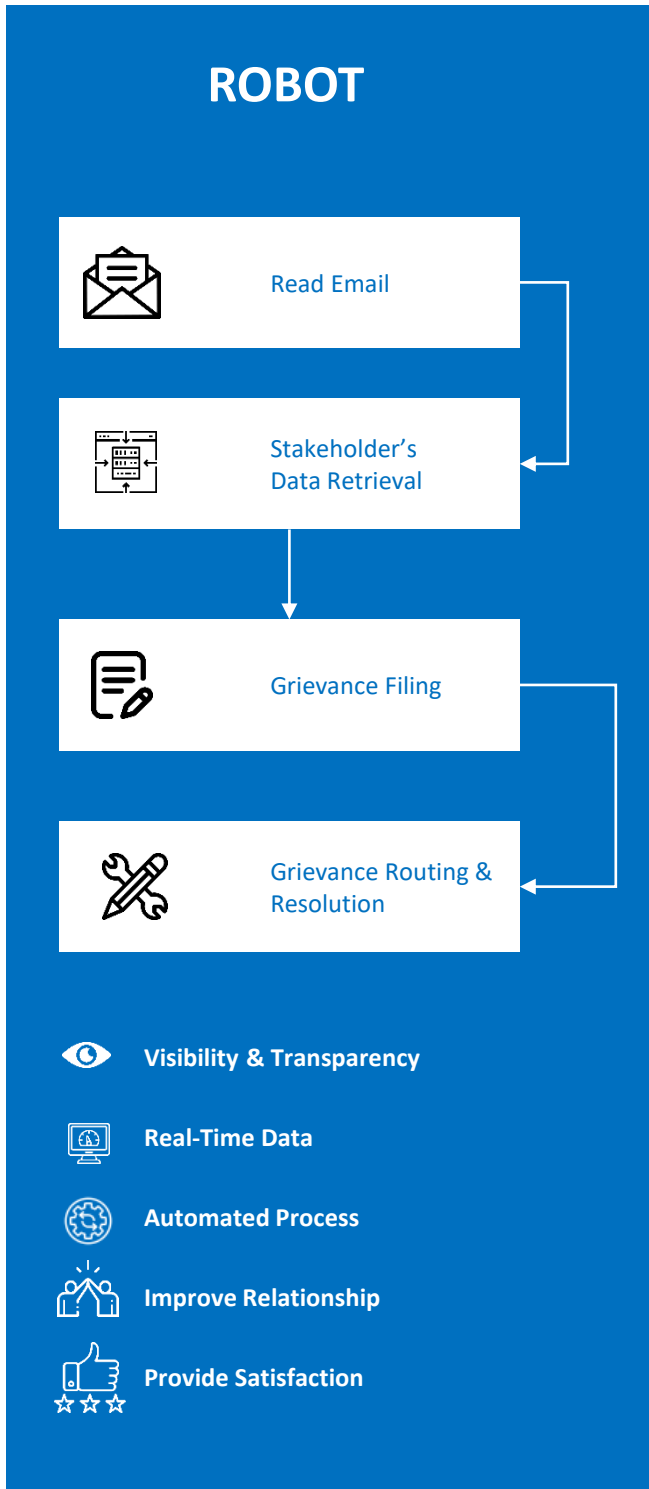
Automatic Grievance creation from Social Media platforms like Twitter etc. and drill down Interactive Dashboards to analyze the sentimental behavior of the Customers



Robotic Process Automation



RPA is becoming an important automation tool driving digital transformation and the future of work. By adopting RPA technology, automation of mundane and repetitive tasks can be achieved which would in completing tasks & freeing up time for employees to concentrate on other tasks for an organization.



Value Add-Ons FOR STAKEHOLDERS

Benefits

- ❖ Single platform for receiving queries from different Stakeholders
- ❖ Allowing Stakeholders to Register Grievance without even logging-in
- ❖ Bringing Visibility and Transparency into an Organization processes
- ❖ Mobility feature built in for quick access anytime & anywhere
- ❖ Adoption of Robotic Process Automation which streamlines overall Grievance process
- ❖ Increasing Stakeholder's Satisfaction & Reducing Employee Attrition



Reports
& Dashboard



Security
Roles



About conneXRM

ConneXRM is a niche subsidiary of Apar Technologies Pte Ltd focused towards creating and maintaining products in its portfolio. This new outfit focusses completely on the products with underlying technologies as Microsoft Dynamics 365 platform and/or Java Platform. The organization is also focused on Mobility as its one of the core offerings to support the products that are being offered under its portfolio.

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